CHAMPS LENDING LIBRARY: DESCRIPTIONS OF CLINICAL AND NON-CLINICAL RESOURCES

PRINCIPLES OF MANAGING PEOPLE AND QUALITY FOR MEDICAL DIRECTORS (2003)*
The series, including five DVDs of presentations and one CD-ROM of presentation handouts, was created at the 2003 CHAMPS/NWRPCA Primary Care Conference as an introduction for the new medical director.

Principles of Managing People and Quality for Medical Directors presentations include:

**DVD 1**  The Role of the Medical Director, Tina Castañares, MD
- Working with Your Executive Director, Grace Wong, MD

**DVD 2**  Clinical Operations, Vincent Thompson, MD
- Provider Privileging, Rick Starrett, MD

**DVD 3**  Provider Scheduling, Allyson Roby, MD
- Provider Productivity/Compensation, Tom Hunt, MD

**DVD 4**  Managing People, Malcolm Butler, MD

**DVD 5**  Quality Management, Shaki Matta, MD
- Conflict Resolution, Malcolm Butler, MD

*To review descriptions of this series and the Basics for Dental Directors DVD regarding content that continues to be useful and enduring, and content that is outdated, please visit the CHAMPS webpage at: [http://champsonline.org/tools-products/publications-electronic-media/champs-lending-library](http://champsonline.org/tools-products/publications-electronic-media/champs-lending-library).

BASICS FOR DENTAL DIRECTORS (2003)*
This series, including six DVDs of presentations and one CD-ROM of presentation handouts, was created at the 2003 CHAMPS/NWRPCA Primary Care Conference as an introduction for the new dental director.

Basics for Dental Directors presentations include:

**DVD 1**  Financial Management and Budgeting, Rob Hemmen, CPA

**DVD 2**  Provider Compensation, David I. Rosenstein, DMD

**DVD 3**  Pediatric and General Dentistry, John J. Rome, DMD

**DVD 4**  A Hiring Model for Dental Auxiliaries, Nancy Rabel, Linda Torres, DDS

**DVD 5**  Preventive Dentistry: How to Provide Dental Care That Protects Both the Dentist and the Patient, Mark Koday, DDS

**DVD 6**  Open Access/Same Day Appointment Scheduling, Ginger Carpenter, MSN, Rusty Reese, DDS

MANAGEMENT OF ACUTE BACK PAIN AND COMMON MUSCULOSKELETAL INJURIES (2003)
This resource, including one presentation DVD plus a CD-ROM of presentation materials, provides assessment and treatment modalities for these often difficult to treat diagnoses. Presented by John C. Hill, DO.

RIOS ASSOCIATES SPANISH LANGUAGE COMPLETE COURSE SET (2004, 2006)
This comprehensive Spanish language course for medical professionals is useful for both the beginner and intermediate levels, and is designed to build vocabulary, fluency and cultural competency. The set includes two textbooks, 14 audio CDs, and three CD-ROMs.

Rios Associates Spanish Language Course materials include:

**Book 1**  McGraw-Hill’s Complete Medical Spanish, Joanna Rios, PhD, Jose Fernandez Torres

**Book 2**  Converse En Español, Español Para Personal Medico, Advanced Workbook & CME Exams for Lessons 1 through 15

**Audio CDs**  Patient Interviews (Emergency Medicine, Family Practitioner, and Nursing), Rios Associates, LCC

COUNSELING OVERWEIGHT AND OBSESE PATIENTS (2006)
This 30-minute DVD, created by the Colorado Department of Public Health and Environment, demonstrates specific communication strategies for healthcare professionals to counsel overweight and obese patients. Presented by Dan Bessesen, MD.

CHAMPS ARCHIVED DISTANCE LEARNING EVENTS ON CD
CHAMPS sponsors multiple webcasts and teleconferences for CHC clinical and administrative staff and board members each year. Each presentation is 60-90 minutes long and is archived on CD along with all relevant handouts within one month of the live presentation date. Continuing Education credit is not available. See page 2 of this flyer for a list of all available events on CD.

CHAMPS ARCHIVED DISTANCE LEARNING EVENTS ON CD*, continued

July '05: CHC Boards: Legal Roles & Responsibilities, Henry Granger, MD
March '07: Promoting Tobacco Cessation: Treatment Recommendations & Systems Changes for CHCs, Jeffrey Cain, MD
Dec. '07: Change for the Better #2: Introduction to Ethical Influencing: Asking for What You Want & Making Behavior Requests, Libby Wagner
Feb. '08: Change for the Better #3: Confrontation without Conflict: How to Address Difficult Issues Directly & Respectfully, Libby Wagner
May '08: Intro. to SBIRT #1: How to Implement Screening, Brief Intervention, Referral to Treatment (SBIRT), John Higgins-Biddle, PhD
June '08: Oral Health Basics for the Primary Care Provider, Michael Cruccher, DDS
Aug. '08: Intro. to SBIRT #2: Brief Intervention & Brief Therapy, Anjali Nandi, MA, LAC, MAC, & Tracey Ayers, LPC, CAC III
June '09: Customer Service in CHCs #1: The Culture of Customer Service, Lisa Mouscher
July '09: Customer Service in CHCs #2: Customer Service: The Art of Caring, Lisa Mouscher
Jan. '10: Successful Recruitment in Challenging Times, Cherith Flowerday
Aug. '10: Managing Change #1: Change as a Process, Patricia Moten Marshall
Oct. '10: Managing Change #2: Roles within the Change Process, Patricia Moten Marshall
Dec. '10: Managing Change #3: Resistance to Change, Patricia Moten Marshall
Dec. '12: Salary Data, Compensation Structures, & R&R Metrics, Andrea Martin & Sara Salazar
March '13: Health Center R&R: Maximize Your Success, Andrea Martin & Julie Reinders
April '13: The Physician Recruitment Makeover, Kurt Mosely
June '2013: Patient Care Teams: Transforming the Primary Care Practice, Bonni Brownlee, MHA
Nov. '13: How to Recruit & Retain Veterans in CHCs, Jeff Mengenhausen
March '14: Improving Diabetes Care through Group Visits & Patient-Centered Medical Home (PCMH) Principles, Karen Funk, MD, MMP
April '14: Tell Your Money Who's Boss: Get the Most Out of Your Paycheck, Amy Fidelis & Carlos Colón
May '14: Create Great Credit, Amy Fidelis & Carlos Colón
June '14: Foundations of Influencing Part A: Presuming Good Intent, Maria Agnew
July '14: Foundations of Influencing Part B: The Art of Developing Trust & Personal Power, Maria Agnew
Aug. '14: Foundations of Influencing Part C: Influencing through Negotiation, Maria Agnew
Sept. '14: Motivational Interviewing: An Introduction to Encouraging Health Behavior, Yvonne Keller-Guenger, PhD
Jan. '15: 2014 Region VIII Health Center Workforce Data, Andrea Martin
Feb. '15: Behavioral Health Integration Models for CHCs, Angela Green, PsyD
March '15: Retention of the Medical Provider at a CHC, Matt Pfleger, DO
April '15: Student Loan Management & Repayment Options, Carlos Colón
May '15: Customer Service: The Art of Caring, Lisa Mouscher
May '15: Integrating Outreach & Enrollment into CHC Workflow, Sitora Rashidova & Elizabeth Cross
June '15: Civility in the Workplace, Lisa Mouscher
June '15: Building Effective Community Partnerships, Randall Serr, Levi Webb, & Boo Reiser
July '15: Asking for What You Want, Maria Agnew
July '15: School-Based Outreach, Liz Tansey, Audrey Hoener, & Rob Hendershot
Aug. '15: Facilitation of Problem Solving, Maria Agnew
Sept. '15: Cultural Competency: The Foundation for an Inclusive Environment, Cerise Hunt, MSW
Sept. '15: Achieving Equity in Health Care for LGBT People, Kevin Ard, MD, MPH
Sept. '15: Motivating Consumers to Enroll in Coverage, Yvonne Kellar-Guenger, PhD & Liz Tansey
Nov. '15: Serving America's Veterans: How Health Centers Can Answer the Call, Gia Capra, Hal Blair, & Dick Bohrer
Feb. '16: Exploring Behavioral Health Integration Models throughout Region VIII, Angela Green, PsyD, Johnathan Muther, PhD, Sandi Larsen, M.Ed., LCPC, LAC, & Norma Randall, BSN
April '16: Utilizing Mindfulness to Reduce Stress & Prevent Burnout, Lisa Hardmeyer Gray
May '16: Creating a Productive Healthcare Environment Part A: Enhancing Teambuilding, Edward Leigh
May '16: Providing Effective Assistance to Survivors of Domestic Violence, Amy Pohl & Kisa Corcoran
June '16: Creating a Productive Healthcare Environment Part B: Decreasing Negative Attitudes, Edward Leigh
July '16: Creating a Productive Healthcare Environment Part C: Establishing Boundaries, Edward Leigh
July '16: Assisting Clients with Complex Medical Needs, Sarah Lueck
Aug. '16: Caring for Difficult Patients in a Complex Healthcare System, William Robiner, PhD
Aug. '16: Engagement & Advocacy for Outreach & Enrollment Staff, Jessica Kendall & Elizabeth Hagan
Sept. '16: Interpersonal Considerations for Care of Elderly Persons, Leslie Hasche, PhD, MSW
Sept. '16: Habits of Highly Effective Assisters, Ezra Watland
March '17: 2016 Region VIII Health Center Workforce Data, Andrea Martin
May '17: Building an Effective Physician Recruitment Strategy, Allison Abayasekara
June '17: Ensuring Credentialing & Privileging Practices are Operational Site Visit Ready, Charlene Frail-McGeever, MBA
June '17: A Guide to Storytelling: Unleashing the Power of Personal Narrative, Michelle Ames, Jennifer Morse, & Stacey Anderson
July '17: Leveraging Outreach & Enrollment Assisters in CHCs, Ted Henson, Jaspreet Malhotra, & Cherise Fowler
Aug. '17: Institutional Strategies for Promoting Resilience & Reducing Burnout, Liz Lawrence, MD, FACP
Aug. '17: Strengthening Your Compassion Resiliency Toolkit, Kay Gildden, MS & Beth Reynolds-Lewis, BS
Jan. '18: Staff Retention through Workplace Wellness, Lisa Hardmeyer Gray & Gary Campbell
Jan. '18: Team-Based Care #1: Understanding & Implementing Foundations of Team-Based Care, Taylor Miranda, MPH & JoJo Gelderman
Feb. '18: Team-Based Care #2: Strategies for Maximizing the Care Team, Alexa Eslan
Feb. '18: Team-Based Care #3: Effective Team Communication with the Patient in Mind, Deborah Center, MSN, RN, CNS, CTACC
April '18: Integrating Motivational Interviewing into Clinic Workflow, Kathleen Garrett, MS
April '18: UDS Reporting for Migratory & Seasonal Agricultural Workers & their Families, Bobbi Ryder & Deborah Salazar
April '18: Identifying Migratory & Seasonal Agricultural Workers & their Families in Your Health Center, Bobbi Ryder & Colleen Pacheco
May '18: Recruiting in an Integrated Care Model, Allison Abayasekara, MA
May '18: Spreading & Sustaining Team-Based Care, Carolyn Shepherd, MD
June '18: Assessing Organizational Readiness for Change, Allison Abayasekara, MA & Colleen Bechtel
June '18: Developing Community Partnerships, Christina Holt, MA
June '18: Area Health Education Centers (AHECs), Allison Abayasekara, MA, Ivon Gomez, MD, CDR Lynda Bishop, & LCDR Lorener Braby
June '18: The Role of Place in Team-Based Care, Cindy Barr, RN, EDAC
July '18: Best Practices to Support Veterans in Your Organization, CAPT Debra Scott & Jeff Mengenhausen
Aug. '18: Utilizing Data Effectively to Advance Team-Based Care, Melissa Stratman
Aug. '18: The Silent Crisis: Engaging Immigrant Populations in Your Health Center, Liam Spurgeon & Kristen Stoimenoff
Sept. '18: Supporting O&E in Your CHC, Ted Hanson & Joseph Rivera
Sept. '18: Preparing for Open Enrollment 6, Erin Hemlin
Jan. '19: The Opioid Crisis in Region VIII, Robert Valuck, PhD
Jan. '19: Addressing Stigma Against Patients with Substance Use Disorders, Daniel Goldberg, JD, PhD
March '19: 2018 Region VIII Health Center Workforce Data, Andrea Martin

*Also available for purchase; visit http://CHAMPSonline.org/tools-products.